



Client and Application Administrator

About the Education Achievement Authority: The Education Achievement Authority is a new statewide school system that will assume operation of the lowest five (5) percent of performing schools in the state of Michigan that are not achieving satisfactory results on a redesign plan or that are under an Emergency Manager. It is designed to provide a new, stable, financially responsible set of public schools that create the conditions, supports, tools and resources under which teachers can help students make significant academic gains. It will first apply to underperforming schools in Detroit in the 2012–2013 school year and then be expanded to include low performing schools throughout Michigan.

JOB TITLE: Client and Application Administrator

REPORTS TO: Support Center Supervisor

SUMMARY of POSITION:

The candidate selected for this position will be responsible for designing, configuring, implementing, maintaining, and documenting client devices, software applications and client security services, including researching and recommending new hardware, software, and management tools to enhance service quality.

PRIMARY DUTIES AND RESPONSIBILITIES:

The successful candidate should be able to assist and provide a range of technological and administrative services to include the following responsibilities:

Main Job Tasks and Responsibilities

Position Responsibilities:

- Performs installation, configuration, administration, maintenance of organization's client management and security environment including computer systems and peripherals, mobile devices, software applications, printing, virtual clients, client security, etc.
- Provides expertise in diagnosis and troubleshooting of client hardware, software applications, and security technologies.
- Analyzes client infrastructure for capacity and planning purposes.
- Develops, builds, troubleshoots, and tests of images for client devices.
- Designs and develops automated procedures using a variety of scripting and programming languages.
- Assists in the implementation automated software deployment tools for client computing devices.
- Manages the operation of computer labs and/or technology-enhanced facilities.
- Works with other IT support staff to ensure the accuracy, validity and integrity of the inventory and asset management data at all points during the life cycle of the device (order, receiving, stock, deployment, move, retirement, and swap).

- Assists in the implementation of security policies & procedures, along with investigation and resolution of security incidents, to ensure a stable and secure client computing environment.
- Manages small to mid-size projects including needs analysis, planning, testing, and implementation.
- Works directly with vendors and technical support personnel on equipment and software purchases, as well as support and maintenance contracts.
- Performs other duties and responsibilities related to those described above which do not alter the basic level of responsibility of the position.

Qualifications:

1. Bachelor's Degree in Computer Science or related discipline required. Advanced degree preferred.
2. Minimum of four (4) years of experience in PC or Mac machine administration, deployment, and troubleshooting. Experience working in a diverse, heterogeneous computing environment required.
3. Experience with PC or Mac computer imaging, software deployment, restoration, recovery, backup, software/hardware diagnostics, troubleshooting, and repair required.
4. Proficient in Server and Client operating systems, Software Applications (Office, Outlook/Exchange, etc.) and mobile computing devices.
5. Experience with Microsoft technologies including, Active Directory, Exchange, ILM, SharePoint, etc.
6. Good understanding of key network technologies such as DNS, DHCP and networking protocols such as TCP/IP, etc.
7. Knowledge of security concepts, policies, and technologies required.
8. Apple Certified Macintosh Technician (ACMT) certification or Microsoft System Engineer certification a plus.
9. Experience with client virtualization technologies a plus.
10. Familiarity with one or more scripting and programming languages.
11. Excellent customer service and communication skills. Ability to work with people of various backgrounds and on all levels of technical knowledge.
12. Strong organizational, analytical and problem-solving skills.
13. Ability to take ownership and manage small to mid-size projects from start to completion

FILING DEADLINE: Posted until filled
SALARY: Commensurate with experience
LENGTH OF WORK YEAR: Twelve (12) Months
EFFECTIVE DATE: Immediately

METHOD OF APPLICATION: All interested candidates should submit a letter of application and current resume to:

Dr. H. MiUndrae Prince
Assistant Chancellor, Human Capital, Equity and Accountability
Education Achievement Authority of Michigan
300 River Place, Suite 3600
Detroit, Michigan 48227

By E-mail to mprince@eaaofmichigan.org

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